



# Troubleshooting the Cisco Unified IP Conference Station 7936

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The Cisco Unified IP Conference Station includes diagnostic capabilities in the LCD interface to help you troubleshoot problems that might occur.

Refer to the appropriate topics in this chapter to troubleshoot the Cisco Unified IP Conference Station.

- [Viewing Network Statistics, page 4-1](#)
- [Using Ping, page 4-2](#)
- [Other Troubleshooting Information, page 4-3](#)

## Viewing Network Statistics

You can view network statistics through the Diagnostics menu.

**Note**

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Network statistics are not available on the web interface.

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To view network statistics, follow these steps:

### Procedure

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- Step 1** Press the **Menu** button.
- Step 2** Press the **Up** or **Down** scroll button to select Admin Setup.
- Step 3** Press the **Select** button.
- Step 4** Enter the administrator password (the default administrator password is **\*\*#**) and then press the **Enter** softkey.
- Step 5** Press the **Up** or **Down** scroll button to select Diagnostics, and then press the **Select** button.
- Step 6** Select Network Statistics and press the **Select** button.

The following statistical information appears.

- Network stats (for example, Auto-FDX-100Mbps or 10Mbps-HDX)
- Rcv: count of frames received
- Xmt: frames transmitted
- REr: frames received in error
- BCast: broadcast frames

Use the **Clear** softkey to clear the current counts and start all counts at zero for the current session.

- Step 7** Press the **Menu** button to go back to the Diagnostics menu, or press the **Exit** button to return to the resting display.
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## Using Ping

You use Ping to test network connectivity to another device. Ping is available through the Diagnostics menu.

To use Ping, follow these steps:

### Procedure


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- Step 1** Press the **Menu** button.
- Step 2** Press the **Up** or **Down** scroll button to select Admin Setup.
- Step 3** Press the **Select** button.
- Step 4** Enter the administrator password (the default administrator password is **\*\*#**) and then press the **Enter** softkey.
- Step 5** Press the **Up** or **Down** scroll button to select Diagnostics, and then press the **Select** button.
- Step 6** Select Ping and press the **Select** button.
- Step 7** Use the dialing pad to enter the IP address of the device you want to ping. Press the **.** softkey to enter periods (.) and press the **<** softkey to correct mistakes.
- Step 8** Press the **Execute** softkey.
- A reply message similar to the following should display:
- ```
Reply from 0.0.0.0
```
- Step 9** Press the **Menu** button to go back to the Diagnostics menu, or press the **Exit** button to return to the resting display.
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## Other Troubleshooting Information

[Table 4-1](#) provides troubleshooting information for possible problems with the Cisco Unified IP Conference Station.

**Table 4-1 Troubleshooting Information**

| Problem Description                                                                                                                                                                                                                                                                                                                                                                                               | Resolution                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LCD screen message display                                                                                                                                                                                                                                                                                                                                                                                        | <p>If the message “Obtaining IP Address” is persistent in the LCD screen display, check the DHCP server and check the network connections.</p> <p>If the message “Cannot contact TFTP Server” is persistent in the LCD screen display, check to make sure that the TFTP Server is up and running.</p>                                                                                                  |
| <p>Poor voice quality when calling digital cell phones using the G.729 codec</p> <p> <b>Caution</b> Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco Unified IP Phone might cause interference. For more information, refer to the manufacturer's documentation of the interfering device.</p> | <p>In Cisco Unified CallManager, you can configure the network to use the G.729 codec (G.711 is the default). When the G.729 codec is used, calls between the Cisco Unified IP Conference Station and a digital cellular phone will have poor voice quality. Use the G.729 codec only when necessary.</p> <p>For more information, refer to the Cisco Unified CallManager application online help.</p> |
| No dial tone                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Check that all connections are secure and in place.</p> <p>Make sure all connections are correct.</p>                                                                                                                                                                                                                                                                                               |
| Cisco Unified IP Conference Station does not ring                                                                                                                                                                                                                                                                                                                                                                 | <p>Check that the ringer setting is not “Ringer Off.”</p> <p>Check the volume level.</p>                                                                                                                                                                                                                                                                                                               |

**Table 4-1** Troubleshooting Information (continued)

| Problem Description                           | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco Unified IP Conference Station resetting | <ul style="list-style-type: none"> <li>The Cisco Unified IP Conference Station resets when it loses contact with the Cisco Unified CallManager software.<br/><br/>The following status message appears in the LCD screen if the Cisco Unified IP Conference Station loses contact with the Cisco Unified CallManager software.<br/><br/>Registering</li> <li>The Cisco Unified IP Conference Station resets when it loses contact with the network.<br/><br/>The following status message appears in the LCD screen if the Cisco Unified IP Conference Station loses contact with the network.<br/><br/>Configuring IP<br/><br/>These lost connections can be due to any network connectivity disruption, including cable breaks, switch outages, and switch reboots.</li> </ul> |
| No LCD screen display                         | Check to make sure that the Cisco Unified IP Conference Station has power. Make sure that the power supply unit is plugged in.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| LCD screen display issues                     | You might see beat frequencies (scan lines) in the LCD screen if you are using certain types of older fluorescent lights in your building. Moving the Cisco Unified IP Conference Station away from the lights, or replacing the lights, should resolve the problem.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| DTMF delay                                    | When you are on a call that requires keypad input, if you press the keys too quickly, some of them might not be recognized.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

